

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Response to Letter from ServiceMaster

FROM:

Chief, Procurement Management Staff, OL

EXTENSION

NO.

DATE

14 July 1988



STAT

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. DDA Registry
7D18 Headquarters

15 JUL 1988
EX-111

1/20

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Reg (file)

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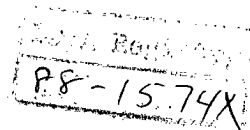
LOGS-20-AD

Central Intelligence Agency



Washington, D.C. 20505

14 JUL 1988



ServiceMaster Industrial Management Services
983 Old Eagle School Road
Wayne, Pennsylvania 19087

Attention: Mr. Roger D. Thorne
Division Manager - East Coast

Dear Mr. Thorne:

Your letter to the Deputy Director for Administration of the Central Intelligence Agency has been forwarded to this office for action. In order that we can inform the components within this Agency of the capabilities which you offer, it would be appreciated if you would complete and return the enclosed Solicitation Mailing List Application and Certificate Pertaining to Foreign Interests (TO BE COMPLETED BY THE PARENT COMPANY), along with any descriptive literature on your product and/or services to the address below:

Procurement Management Staff
Office of Logistics
Central Intelligence Agency
Washington, D.C. 20505

Upon receipt of the completed forms, your company's name will automatically be placed on our Bidders Mailing List and your material routed internally. The interested component will contact you when there is a need or a requirement.

Thank you for offering your services to the Central Intelligence Agency.

Sincerely,



Procurement Management Staff
Office of Logistics

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Enclosures

OL 5090X-88

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ServiceMASTER®

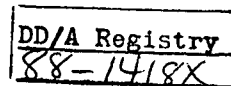
**Industrial
Management
Services**

**ServiceMaster Industrial
Management Services**
983 Old Eagle School Road
Wayne, PA 19087
215/687-6950

11 JUL 1988

June 30, 1988

Mr. Ray Huffstutler
Deputy Director for Administration
The Central Intelligence Agency
Washington, DC 20505



Dear Mr. Huffstutler:

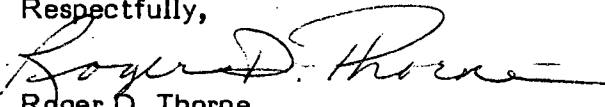
Would you consider an opportunity to provide guaranteed multi-year cost reductions to your housekeeping and support services departments, while significantly increasing employee productivity and site-wide quality? If these advantages, combined with continuing labor peace, is important, I would commend to you an investigation of ServiceMaster.

The ServiceMaster Company is the leading U.S. firm providing supportive management services for health care, educational and industrial customers worldwide. ~~These services include a focus on housekeeping, plant operations and maintenance, employee food service, and materials management.~~ ServiceMaster is currently providing these management services to over 1,500 sites worldwide including defense shipyards and aviation/avionic manufacturing plants, military installations and other highly sensitive secured sites. Its unique delivery system allows it to provide these management services through the client company's own hourly personnel. ServiceMaster's proven capacity to work with the client's workforce, rather than in place of it, has provided our clients significant advantage in realizing employee productivity in these "free-effort" departments.

ServiceMaster is neither a consulting firm nor a janitorial company. The very uniqueness of our financially guaranteed delivery system has interested both the Army and Air Force, and prototype installation assignment is underway. I intuitively believe the security requirements of the C.I.A. also lend itself well to this service alternative. Let me stress again that ServiceMaster does not utilize a contracted hourly workforce; rather they equip, train and "task manage" existing personnel with only a very small on-site managerial presence.

Mr. Huffstutler, I believe it may be of both political and budgetary advantage to the Agency to consider the cost effective service alternatives available from ServiceMaster. Please find enclosed a 1987 ServiceMaster Annual Report which will assist you in appraising our direction and financial stability. I would welcome the opportunity to discuss in depth this service alternative with you, and how ServiceMaster may be useful to you in successfully fulfilling your service requirements.

Respectfully,


Roger D. Thorne
Division Manager - East Cost

RDT:cjr
Enclosure



The ServiceMaster Company
Limited Partnership
ServiceMaster Management
Corporation